

STRESS MANAGEMENT

Abstract

Stress is a significant practical problem in modern workplaces. According to the Health and Safety Executive (HSE), more than half of all working days lost to ill health each year are attributed to stress, depression or anxiety.

Work-related stress is an ordinary reaction that occurs when the work weight progress towards becoming excessive. Occupational well being impact to the soundness of representatives and strength of the association. Work-related stress is a genuine and developing issue in the present world. It is imperative that this issue is tended to and that move is made to address the issues this may make both for people and the association sin which people work.

This chapter focuses on stress and its causes in workplace along with the techniques to reduce stress.

Keywords: Health and Safety Executive, stress, depression or anxiety.

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I. INTRODUCTION

The current capricious as well as ambitious work environment, the level of stress is rising in managers as well as the workers. Due to work pressure, stress more and more managers are prone to symptoms of burnout and chronic fatigue. Research shows managers who are stressed along with the workers are not suitable for their companies or for owners. Due to Stress there is decrease in efficiency in even the best of individuals, which also leads to less productivity. It's a issue in most of the countries, whether the economy is developed, developing or an underdeveloped country. Therefore, it becomes essential to include " stress " in studying human behavior to know what is actually stress and causes and its consequences and remedies to reduce them. Stress in work place is also costly to employers, as reflected in less productivity, less motivation and more mistakes and accidents. High level of stress is related to increases in counterproductive behavior and turnover intentions .

Therefore discussion on the various causes of stress along with how they can be managed should be given prime attention in different organizations. By only managing the work place stress the problem cannot be solved fully. The employee carries the anxiety and stress caused at home to the work place. So, this has to be also taken care of stress should be managed and controlled properly as it strengthens one for the next failure and next frustration .

II. MEANING AND DEFINITION

The Stress is a dynamic condition where a person is confronted with an constraint, opportunity or demand related to what she or he wish and for which the result is perceived to be both important as well as not certain.

In the words of Robbins, stress is a dynamic condition in which an individual is confronted with an opportunity, demand, or resource related to what the individual desires and for which the outcome is perceived to be both uncertain and important.

According to WHO, stress can be defined as a state of worry or mental tension caused by a difficult situation. Stress is a natural human response that prompts us to address challenges and threats in our lives. Everyone experiences stress to some degree.

In the words of S. . Palmer, " stress is the physiological, psychological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which over a period of time leads to ill health.

III. CAUSES OF STRESS

Stress may be by internal factors, like uncertainty or feelings of failure about the future or external factors like relationship problems or financial problems

What factors influence to stress? Unfortunately, the list is lengthy. A variety of conditions and events seem capable of generating such feelings. Some of the most vital of

these are significant stressful life events, like painful divorce, death, frequent minor hassles of day today life, events and conditions of one job or career and few aspects of the geographical environment. Stress is the interaction between demands and the individual and burdens presented by the external environment.

Job stress results the conditions of work and the interaction with employees. Views differ on the importance of employees features versus working conditions as the most important cause of job stress.

The American Psychological Association's (APA) 2021 defines Stress in one of the Survey conducted in America., 75% of Americans showed more stress-related conditions in the last month and 35% showed headaches, 32% fatigued, 34% are overwhelmed, as well as 32% showed changes in their sleeping habits .

- 1. Family:** The most important cause of stress happens with the persons we love the most . Family problems are a vital source of stress for more people in the society.

In 2022 , survey conducted in America , 75% of Americans told taking care of family are a important source of the stress.

Family stress can stem old age parents, health problems or children having trouble in their institutions are some of the family stress. A 2021 research says that children's stress affects their parents more than vice versa. It's like the old saying, "A parent is only as happy as their unhappiest child." Since the corona started in 2020, family problems has become stressful for most of the people. Most of the parents has to dodge work and home education in lock down period.

- 2. Relationships:** The good relationship notably improves one's life, it may lead to different levels of stress when situation is not in your hands. About 70% of Americans tells that relationships are a significant source of stress.

The relationship stress can start from many aspects like lack of communication, less effort, or the partner poor health. when any relationship come to end, it may affect the mental health of the person.

The study conducted by Danish in 2020, showed that recently divorced person' mental health and physical were seriously affected than the person who has not been very recently divorced. Poor mental health was connected to how many quarrels happened in the divorce.

- 3. Financial:** Trying to make ends meet can be a huge confront for most of the people. It is less-paying job, high bills, debt, lack of savings, inflation, or an unexpected important expense, financial problems are mentioned as one of source of stress for around 62% of Americans.
- 4. Work:** You are working for a corporate company, service industry or contractual basis, we spend more time in work place. Many of us might had a bad experiences at our office. This can also lead to increase in levels of stress, especially if it is still going on. The frequent sources of stress at work are:

- Inefficient working conditions
- Not effective managers
- Job instability
- Less pay
- slacking or mean coworkers
- customers or Clients are rude
- Extended hours
- Unreasonable expectations

5. **Health:** Health is at the baseline of all we do. It is not possible to go for work, be a parent or reach the goals when your physical and mental health are not stable.

Some of the health stressors are the following:

- Addiction. Substance, alcohol, pornography, or food addictions.
- Chronic illness. Conditions which includes heart disease, autoimmune disease, diabetes, , or chronic fatigue syndrome.
- Mental health disorders. Conditions like phobias, obsessive-compulsive disorder (OCD), or bipolar disorder can lead more levels of stress.
- Pneumonia, COVID-19, or a bone which is broken are acute illness

6. **Internal Stressors:** Internal stressors can occurs from within.

Internal stressors can be :

- Feelings of Failure
- Feeling Notworthy
- Feeling No Hopes
- Not Certain
- Feeling Unlovable
- Feeling Overwhelmed

It can sometimes begin when you respond poorly to any external event. example, imagine he may get a bad grade in a college and take that to mean he is a total failure. Internal stress can also begin from not knowing what's going to happen next. For instance, the recent outbreak of COVID 19 pandemic might have made them feel deeply uncertain about the future. In fact, more than 3 in 5 adults showed that uncertainty about the near future causes them stress.

7. **World problems:** It can lead to very high levels of personal stress, especially to those who are most vulnerable.

Some of world problems include:

- Violence
- Poor Economy
- Polarizing Politics
- Climate Change

- Pandemics
- Discrimination

IV. STRESSORS IN THE WORK PLACE

1. **Work - overload and Under load:** According to Psychologists the word work overload to the common condition of overwork. They describe the usual condition of overwork. They have found out as quantitative overload and qualitative overload.

Quantitative overload are situations of having more work which has to be performed in the stipulated time . It is an definite source of stress and has been connected to stress related problems like coronary heart disease. Generally, the employees who has less control over their work environment, the stress is greater.

Qualitative overload includes work which is very complicated. Having not sufficient employees with considerable skills can find themselves in situations in which they cannot match up with the job requirement.

The work under load having work which is very easy or which is not enough to fill a workers challenge or time , a workers capabilities is also stressful to them .

2. **Organizational Change:** The people who who look for change as challenging and exciting are less at risk to stress than those who look change as a threat. The way we recognize or react to change, instead of the change itself, its one cause of stress. Most of the employees manage change, preferring the familiar so that they get to know than to expect.

A stressful change for most of the experienced employees is the presence of newer employees, women employees, and workers of diverse ethnic backgrounds who get to the office not familiar habit, attitudes and cultural values. workers participating in decision making and other changes in the company culture may be stressful to top level managers.

3. **Role Ambiguity and Role Conflict:** Job ambiguity stressors starts when an employee do not know what is expected from her or him or how to start the work. When the responsibilities and scope of the employee job are disorganized or not clearly defined. This is particular for new workers, whose job rules and regulations may be not be clear. Socialization program and orientation for new employees can reduce role ambiguity.

Role conflict starts when two or more people have different and sometimes opposing expectations of a given individual. Thus there are two or more sets of pressures on the individual so that its not possible to satisfy all of them.

4. **Bad Bosses, Technology and Other Stressors:** Managers and supervisors can be important sources of stress for subordinated. Poor leadership behaviors can lead to stress. Problem on career development like failing to get an anticipated promotion many also lead to stress. The panic of failure on the job can cause stress. To many workers performance appraisal is also a source of stress.

For supervisors and managers who takes the responsibilities for subordinates can be a stressor. Checking employees for promotion, salary, or termination decisions giving incentives and rewards and managing work output regularly can lead to stress.

Computers can be also source of stress. In a study, the employees said that computers also causing stress, irrespective of computer has improved the quality life of employees. Information overload, and a lack of personal connection to other people. They also believed that computers demanded that they always be available to respond quickly to email and to information on the internet.

Working conditions especially physical environment are most common sources of job stress. Extremes in temperature, poor lighting, shift work, and indoor pollution leads to stress. Assembly line work is connected with stress due to its repetitious, monotonous, noisy and lacks control and challenge.

V. CONSEQUENCES OF STRESS

The consequences on job performance as well as health is due to stress. Stress may be due to psychological, physiological, and behavioral consequences.

- 1. Physiological Consequences:** Stress takes its toll on the human body. The recent study has shown that students who have worries regarding their exams are more susceptible to various health ailments. As you know, most of the people gets tension or headache due to stress or muscle pain and related back problems. These physiological health issues are linked to muscle contractions that comes when they are exposed to stressors.
- 2. Psychological Consequences:** Stress results in many psychological consequences that is job dissatisfaction, depression and moodiness. Emotional fatigue is the psychological consequence of stress which is called job burnout

Job Burnout: Burnout is the process of emotional derealization, exhaustion, and reduced personal achievement comes from long exposure to stress. In last 50 years ago the word “job burnout” was not known; but now a days it’s a much talked about phenomenon. It is a complicated process that includes the coping strategies, dynamics of stress and stress consequences. Burnout is triggered by more demands made on people who serve or regularly interact with others. Role-related stressors and Interpersonal will lead to burnout.

The job burnout comprises of three components. The first is emotional exhaustion, which portrays an important place in the burnout process. It is featured by lack of energy and a feeling that your emotional resources are exhausted. Emotional exhaustion is also known as compassion fatigue because employees cannot support to their clients.

The next one is derealization, which is identified by the treatment of others as objects rather than people. Workers who are prone to burnout become emotionally away from clients and cynical about the organization. This detachment reaches the point of callousness far beyond the level of detachment normally required in execution of tasks, more particularly in service sector. Derealization can be seen when workers adhere to

rules and regulations than try to find out the client's needs and search for a mutually acceptable solution.

The last component of job burnout is reduced personal accomplishment. The slowdown in one's competence and success. In short, the employees self-efficacy come down. In this scenario, they develop a sense of learned helplessness, as they will not believe that they make any change

- 3. Behavioral Consequences:** Job performance reduces and workplace accidents increases when the stress becomes distress. High stress levels impair your ability to remember information, make effective decisions, and take appropriate decisions. You will experience this kind of distress in examination, chances of forgetting important information and commit mistakes during examination.

Overstressed workers will take leave from work very often because stress makes employees sick. Many a times stress coping mechanism is absenteeism. Generally, we react to stress often by flight or fight. It's a form of flight-temporarily withdrawing from the stressful situation that we get time to re-energize is absenteeism.

Occasionally workplace aggression can be the reason for stress. Aggression represents the fight reaction to stress. In its mildest form, employees engage in verbal conflict. They are not likely to empathize with co-workers. Rarely, it may cause more dangerous workplace hostility.

VI. STRESS MANAGEMENT

The strategies, tools or techniques which reduce stress and reduce the negative impacts stress has on your mental or physical well-being is stress management. various techniques used to handle stress. It includes emotional, mental, and behavioral strategies. If stress management is often used and in response to stressful life events, we can increase our well-being .

- 1. Why Managing Stress Is Important?:** Stress can be acute (e.g., in response to a lion) or chronic (e.g., in response to a stressful job we've had for years). Stress may be due to finances , work, relationships, and a variety of other places, but stress can be come from inside the body, from ailments or inflammation. All these stressful events initiate the Hypothalamic-Pituitary-Adrenal (HPA) axis. And if we have more stress then the greater the activation of the HPA axis .

If we are stressed, first we may feel energized because cortisol gives us the energy. we have to escape predators or fight disease and inflammation. But when we are stressed too much, we can start to feel wired from too much of too little cortisol (test your cortisol levels with this at-home test). Then after time, we begin to feel exhausted. That is because we were designed to get bursts of energy to chase after our next meal or run away from a lion. But in today's world, we have this kind of ongoing chronic stress that wears us down over time. This can be devastating for our physical and mental health. And we may even need a stress detox to remove the built up stress hormones and get our bodies working properly stress free.

2. Stress Management Techniques

- **Cognitive Behavioral Techniques:** Cognitive behavior techniques consists of the above stages such as training, education and practice.
 - **Training:** Training provided to the participants enable to learn social skills, time management, setting realistic goals and use of relaxation techniques.
 - **Education :** The participants are made known of the nature and effects of stress recognizing their own stresses by knowing the symptoms of stress.
 - **Practice:** The participants relearn and rehearse the skills known through real life situations and training.
- **Relaxation Techniques:** Reduction of stress can be by relaxation. By reducing muscle tension the feelings of anxiety and stress can be reduced. In this techniques it begins from the lower part of the body and then up to the facial muscles and due to this entire body is relaxed and the person's stress is reduced. He can do his normal work without pressure and anxiety.

The various relaxation techniques includes exercise like swimming, brisk walking, aerobic, performing various asanas, pranayam, cycling skipping, dancing, going up and down the stairs, engaging mind in various type of work without sitting lazy , laughter, dhyana all these help in reducing stress.

VII. CONCLUSIONS

Besides the various techniques of stress management discussed, some additional ways of managing with stress which can be extremely helpful for the common man. It is proceed that though the negative impact of stress is slow, it never the less makes progressive damage to one's cardiovascular system as well as day to day life. In tolerance and anger are the best enemies of a person. By being intolerant and controlling one's anger once can cope positively with any stressful situation. Stress is just like an explosive which should be diffused in time.

Frequent colds and infection, tension headaches, restlessness, tiredness , lack of sleep high BP, are symptoms of stress. so, one should take care of their stress seriously instead of taking it lightly. Everyone should do their things which bring them pleasure and they should also develop the habit of laugh, smile and enjoy without repenting their past and anticipating future unforeseen contingencies in life. The attitude towards their life should be positive and optimistic.

We should be thankful to god for what we have and don't have a longing for what you don't have or what you cannot achieve.

1. **Newsbreak:** Work and family balancing : the stress never ends

Susan R manager at AT & T is basking Ridgem New York, experiences stress regularly due to overload in work, both on the job as well as off the job. Leaving her office at 5 pm, the work day is far from over. For many women like Susan, the most difficult part of the day is just beginning. she must leave precisely at 5 pm not a minute later, if she is in the

middle of meeting. It's a frantic rush to get out of the office, she said. Its so stressful what's her hurry? She had to pick up her 4 years old son from his daycare centre, then drive across town at the height of rush hour traffic to collect her 7 years old daughter from her after school program , if not coming on time , she will be met by fretting child and a hurried teacher(whose possibly late picking up her own children) and docked for a late fees.

Next, a quick stop at the grocery store to buy food for dinner and a dash home to let the dog out. Then, prepare the meal , referee fights between the children, pay attention to her husband(who doesn't do much to help), supervise the children's homework, do the laundry and so it goes.

By the time she's gotten the kids to bed, susan has put in more than a 12 hour work day. No wonder she is exhausted and stressed out. And shes not alone. Even for wives whose husbands share more of the child care and household duties, the primary responsibility rests with the women. And suppose she is a single working mother , the situation can be worse.

How do they do it all? Where do they find time and energy? “ they steal it from themselves”, said a sociologist who studied the lifestyle of 300 mothers who had jobs outside the home. In order to give time with their children, these women cut down on sleep and on their own free time. In the present world , mothers who are working sleep about 5 hours less per week and have 11 lesser hours for their own activities than do mothers who do not work. “ there is no time for hobbies or socializing “, one women said. “ I cant tell you the last time I went out”. having it all- a family and a job- can lead to a lot of stress along the way.

2. Source: kelly, A.L., (1999,JUNE 13.), For employee moms, the pinnacle of stress comes after work ends. New York Times: Working moms don't shrink times with kids(2000,March 28). st. Petersburg(F L) Times.

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